



**ECHO**  
FIERCELY COMMITTED TO ENDING HOMELESSNESS

# 2020 Point in Time Count Training

# Training Agenda

---

- PIT Background
- Objectives
- Data Collection Background
- Homelessness 101
- PIT Logistics (Where, How, and What)
- PIT Census Forms
- How to Count
- Safety
- Outreach and Scouting
- Where to Look
- FAQs
- Next Steps
- Quiz and Volunteer Release Form

The 2020 PIT Count is:  
January 25, 2020 –  
Saturday Morning



# PIT Background

---

- The Point In Time Count (PIT Count) is an annual census of the population experiencing homelessness. Data from this census contributes to both local and national efforts to end homelessness.
- Across the country, thousands of volunteers survey assigned areas to count and engage people experiencing homelessness to gather numbers and demographic information.



# PIT Background

---

- As a General Volunteer you will be part of a team of no less than three people and will be supported by a Team Lead.
- Team Leads receive additional training for guiding volunteer teams conducting the Count.
- On the morning of the Count you will engage and survey people experiencing homelessness in a respectful, safe, and impactful way.



# PIT Background - Objectives

---

- Determine the total number/characteristics of those who are homeless in Austin
- Provide quantitative results in homelessness, with stratified outcomes by homeless sub-populations (veterans, unaccompanied youth, etc.)
- Compare results with previous count information to assess and improve community performance in preventing and ending homelessness.
- We are required to do the PIT count annually in order to receive funding from HUD.



# PIT Background -What kind of data is collected?

---

- Information on people's experience with housing and homelessness, current living situation, age, characteristics (race/ethnicity, gender), any self-reported disabilities that may be interfering with their ability to maintain housing or employment
- The surveys are anonymous, unless the person decides they would like to give you their identifying information.



# Homelessness 101 – Who is homeless?

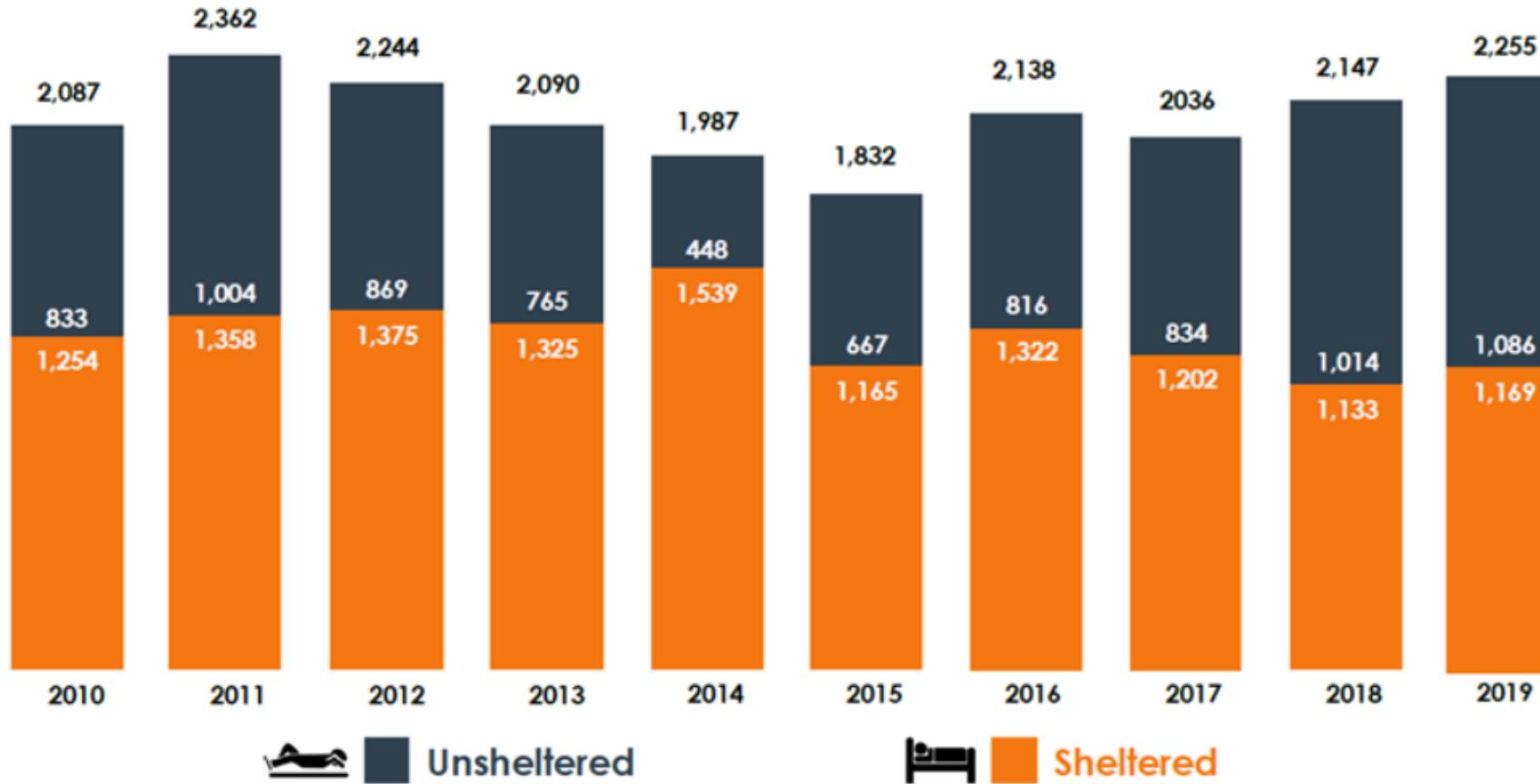
---

- Persons living on the streets are often the most visible face of homelessness in our community. Others are less visible living in camps, cars or abandoned buildings.
- The largest subpopulations experiencing homelessness in Austin are:
  - individuals (81%)
  - males (62%)
  - African Americans (42%)
  - 45-64 year old's (37%)



# Homelessness 101 – History of PIT data

*Persons Counted Experiencing Homelessness in Point-in-Time Counts (PIT)*



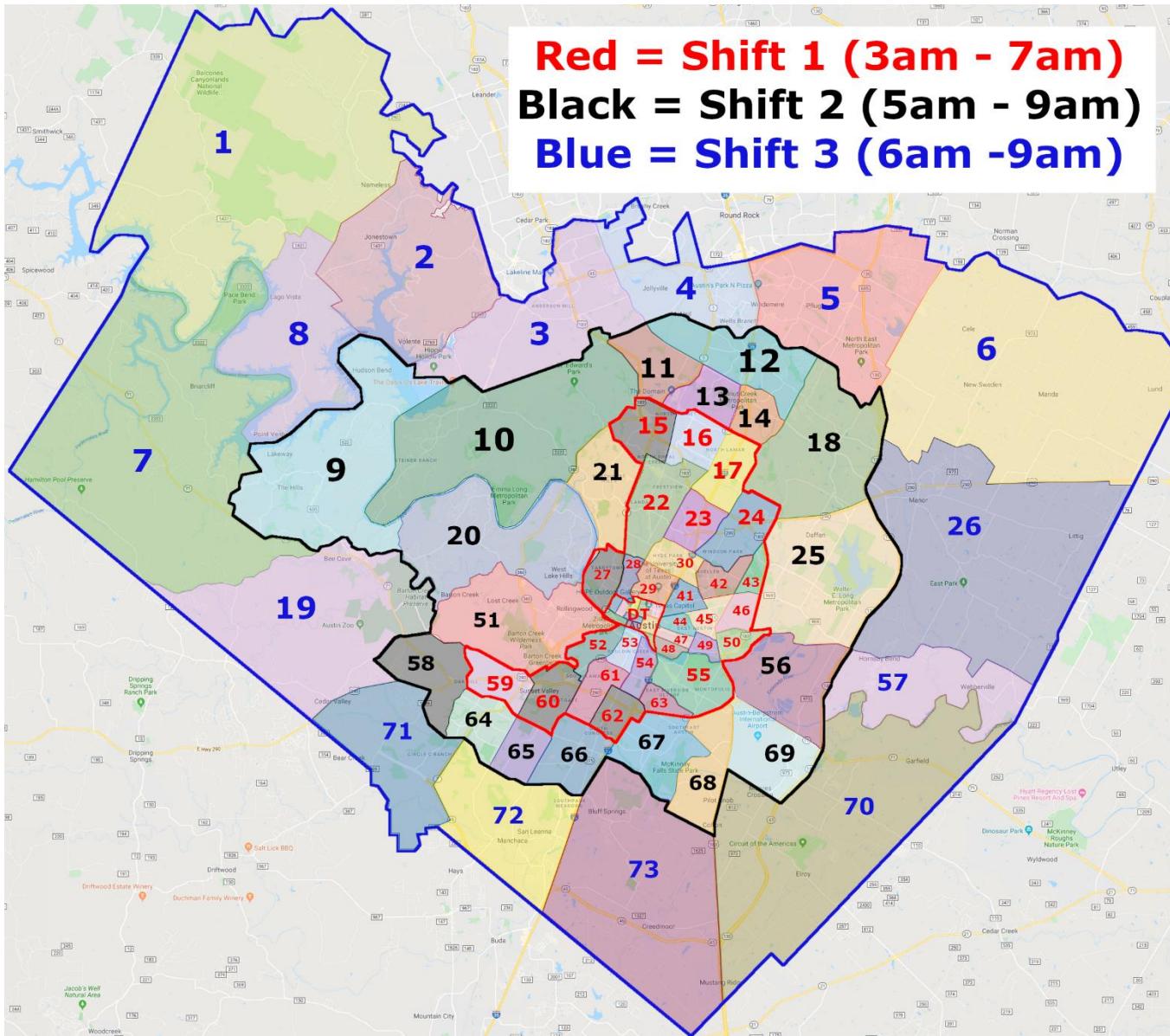
# Homelessness 101 – History of PIT data

---

- Our last Point-in-Time (PIT) count, the national standard for collecting census data on local homeless populations, counted 2,255 persons experiencing homelessness in 2019, a 5% increase from the previous year.
- Similarly, the number of persons who are experiencing Chronic Homelessness went down by 203 persons from the 2016 PIT count results.
- Link to the [2019 PIT Count Press Release](#) and [results flyer](#)



# 2020 PIT Logistics - Where



- Volunteers are needed in Austin/Travis County on Saturday, January 26th for 3 hour shifts that start between 3am and 6am.



# 2020 PIT Logistics - How

---

- Depending upon how many people are anticipated to be found in each section, there will be at least 1 team (minimum of 3 people per team) covering the area.
- In areas with greater numbers of people sleeping unsheltered, more volunteers and team leads will be covering the area.
- Each team has a team lead. That's your point of contact. The team leads work directly with ECHO staff.



# 2020 PIT Logistics – What

---

- Fully charged smart phone
- Resource materials to distribute to people you find
- Bus passes
- Hygiene kit items, socks, etc. that are donated ahead of time to be passed out
- Flashlights, clip boards, portable phone chargers



# 2020 PIT Logistics - Headquarters

---



[St Martin's Lutheran Church](#)  
[606 15th St W, Austin, TX 78701](#)



# 2020 PIT Logistics - Headquarters

---

- When you complete the count, this is where your team lead returns ([St Martin's Lutheran Church 606 15th St W, Austin, TX 78701](https://www.google.com/maps/place/St+Martin's+Lutheran+Church/@30.30000,-97.75000,15z)) with all of your completed surveys.
- Staff will be on hand to make sure all of your surveys are transferred to the data team for review.
- Staff will be available to debrief your experience if you would like to discuss. Coffee, donuts, to be provided.



# 2020 PIT Logistics - Headquarters

---

- When you return please review the surveys you have completed with on site staff before you leave.
- Do not throw any of your surveys away.

Paper surveys will only be used as a back-up this year.



# How to Count

---

There is one form used during the Point in Time Count to collect information:

**The Census Form for Individuals or Family unit** – Used when the person has confirmed they slept unsheltered that night and opts to complete the survey with a volunteer.

On the same form you will have the option to use the **Observation Form Box** – Used when the person is unable to participate, or opts out of participation, but the volunteer believes they slept unsheltered that night.

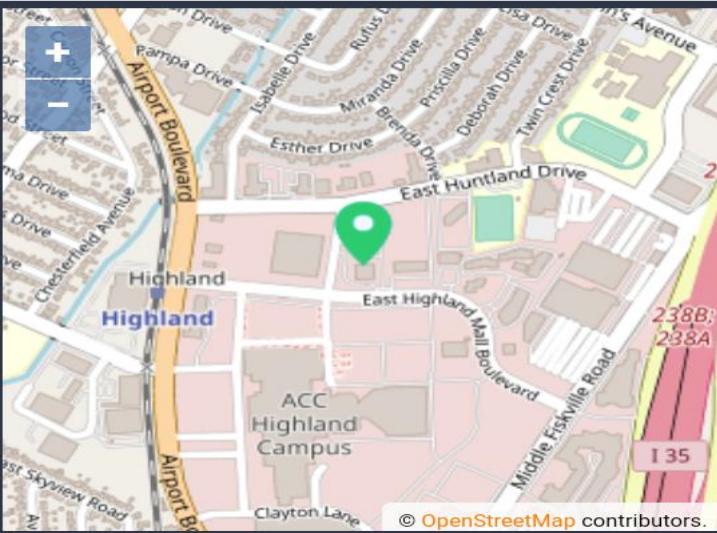
Paper surveys will only be used as a back-up this year.



# How to Count – Digital PIT Count Survey

Austin ECHO 

0 surveys this session



The map shows the Highland area of Austin, Texas, with the ACC Highland Campus highlighted. A green location pin is placed near the campus. The map includes labels for Airport Boulevard, East Huntland Drive, Middle Fiskville Road, and 135. Other streets like Isabelle Drive, Rufus Drive, Miranda Drive, Priscilla Drive, Deborah Drive, and Twin Crest Drive are also visible.

Use location on map above  
 Use a custom location

Custom Location  
street address, landmarks...

Survey Language ▾

For the 2020 Point In Time Count we are ditching the paper and pen surveys and using a digital survey you'll access on your smartphone.

We will be using a PIT survey application created by Hyperion Data. You can visit their website, [pointintimecount.com](http://pointintimecount.com), for more information on their product.

See the “Digital PIT Count survey training” presentation for instructions on how to use the digital survey system. Available on ECHO’s website [austinecho.org/PIT](http://austinecho.org/PIT)



# How to Count – Digital PIT Count Survey

---

- Review the Digital PIT Count Survey Training Video for detailed instructions, step by step, guidance on how to complete this digital survey.
- [Digital PIT Count Survey Training Video](#)



# How to Count – Observation form

2019 Austin/Travis County Point-in-Time Count  
Census Form for Individual or Family Unit – Rev. 10/26/18

Team #: \_\_\_\_\_

Location of Interview: [BE SPECIFIC] \_\_\_\_\_

Interviewer Name: \_\_\_\_\_ Team Lead Name: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_ AM/PM

**Observation Form**  
Please indicate why you are using this observation tool:  
 Barriers to enter site  
 Site was unsafe to enter  
 Person declined to participate  
 Language / communication barrier  
 Person was unable to respond (e.g., debilitating intoxication, cannot wake them up)

**Continue filling the form**

Have you already completed a survey today?  Yes  No [IF YES, STOP THE SURVEY]

1. Where did you sleep last night (Friday night)? [DO NOT READ CATEGORIES, SELECT ONE OPTION ONLY]

<input type="checkbox"/> Street or sidewalk	<input type="checkbox"/> Park	<input type="checkbox"/> Woods, encampment	<input type="checkbox"/> Emergency shelter	<input type="checkbox"/> House or apartment
<input type="checkbox"/> Abandoned building	<input type="checkbox"/> Bus/ train station	<input type="checkbox"/> Other (Specify) _____	<input type="checkbox"/> Transitional housing	<input type="checkbox"/> Mobil/Hotel
<input type="checkbox"/> Under bridge/ underpass	<input type="checkbox"/> Vehicle (car, van, RV, truck)		<input type="checkbox"/> Jail, hospital or treatment facility	

[IF ANY OF THE OPTIONS IN THE GRAY BOX ARE SELECTED, STOP THE SURVEY]

2. How many adults and children are in your household? Adults (18+) \_\_\_\_\_ Children (17 or under) \_\_\_\_\_

List all members (adults and children) of your household in the boxes below.  
If there are more than 2 people in your household, add another sheet and attach them together.

Person 1 - Relation: <u>Self</u> Age: _____	Person 2 - Relation: _____ Age: _____
Gender: <input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Gender Non-Conforming <input type="checkbox"/> Don't Know/Refused	Gender: <input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Gender Non-Conforming <input type="checkbox"/> Don't Know/Refused
Race: <input type="checkbox"/> White <input type="checkbox"/> Black/African American <input type="checkbox"/> Asian <input type="checkbox"/> American Indian/Native Alaskan	Race: <input type="checkbox"/> White <input type="checkbox"/> Black/African American <input type="checkbox"/> Asian <input type="checkbox"/> American Indian/Native Alaskan
Ethnicity: <input type="checkbox"/> Hispanic/Latino <input type="checkbox"/> Non-Hispanic/Non-Latino	Ethnicity: <input type="checkbox"/> Hispanic/Latino <input type="checkbox"/> Non-Hispanic/Non-Latino
Veteran status: Have you served in the US military, or have you been in active duty for the National Guard or Reserves? <input type="checkbox"/> Yes <input type="checkbox"/> No	Veteran status: Have you served in the US military, or have you been in active duty for the National Guard or Reserves? <input type="checkbox"/> Yes <input type="checkbox"/> No

Please write unique characteristics of each person to avoid double-counting individuals:  
Clothing (hat, accessories, etc.), physical characteristics (tattoo, scars, facial hair, etc.), vehicle (make, color, stickers, damage, etc.)

2. Is this the first time you have been homeless?  Yes  No

3. How old were you the FIRST TIME you were homeless? \_\_\_\_\_

4. Where did you first become homeless?  Austin  Other part of Texas  Out of State

5. How long have you been homeless THIS TIME? \_\_\_\_\_  
(Loc.: when was the last time you had regular housing?)  

Day(s)	Week(s)	Month(s)	Year(s)
--------	---------	----------	---------

6. Do you have a physical, mental, and/or emotional issue that prevents you from maintaining income or housing?  Yes  No  N/A

7. Are you receiving benefits such as Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), or Veterans' Disability Benefits?  Yes  No  N/A

8. Have you ever taken a survey in person or on the phone called "coordinated assessment"? The survey asks a series of "yes" and "no" questions related to your homelessness.  Yes  No  N/A

9. Do you have a pet (currently living with you)?  Dog  Cat  Other  None

10. [READ] This part is optional. Would you like to share your identifying information with us? If so, it will be used to update your contact information if we have any.

Name: (First) \_\_\_\_\_ (Last) \_\_\_\_\_

ServicePoint #: \_\_\_\_\_ Date of Birth /00/ Last Four of SSN: \_\_\_\_\_

Phone #: \_\_\_\_\_ Email and/or Facebook: \_\_\_\_\_

- [Link to Instruction form](#)

- These instructions are specific to the old paper surveys. The layout and question numbers on the digital survey may be different, but the information collected is the same.

Paper surveys will only be used as a back-up this year.



# How to Count – What will the process look like?

---

- Read the consent statement at the top of the survey and obtain verbal consent
- Complete the survey. Do not pressure anyone to complete the survey, and if they would like to skip a question, let them. Thank them for their participation, and give them resource materials and any of the donations (1 bus pass per person) that you have with you.
- Only count people you actually see (if you can't see them, we can't verify they were there).



# How to Count – How to approach people.

---

- Follow prompts on the survey. Say “hello” as you approach and ask to approach before entering spaces with any belongings in them. Do NOT knock on tents, shelters or vehicles.
- Hello, my name is Katy. I’m a volunteer for the Point in Time Count...



# Safety

---

- Always stay in groups of three or more! Stay within eyesight of each member in your group.
- Wear comfortable and warm clothing and shoes. Bring a backpack, flashlight, water and your fully charged cell phone.
- Remain aware of your environment and exit route at all times.
- Trust your judgement: If you feel uncomfortable or threatened, remove yourself and your team from the situation.



# Safety

---

- Work in teams.
- Be respectful of space.
- Be respectful of choice. All participation is voluntary.
- You are encouraged to try to wake people up, but do not touch anyone. And if someone does not want to participate, respect their choice. Complete Observation Form instead.



# Safety

---

- If you encounter dogs while counting – remain calm, take cues from the owner if possible, do not continue further if you are not sure if it's safe.
- If you call 911 because of an emergency be sure to call headquarters to inform them of the situation.



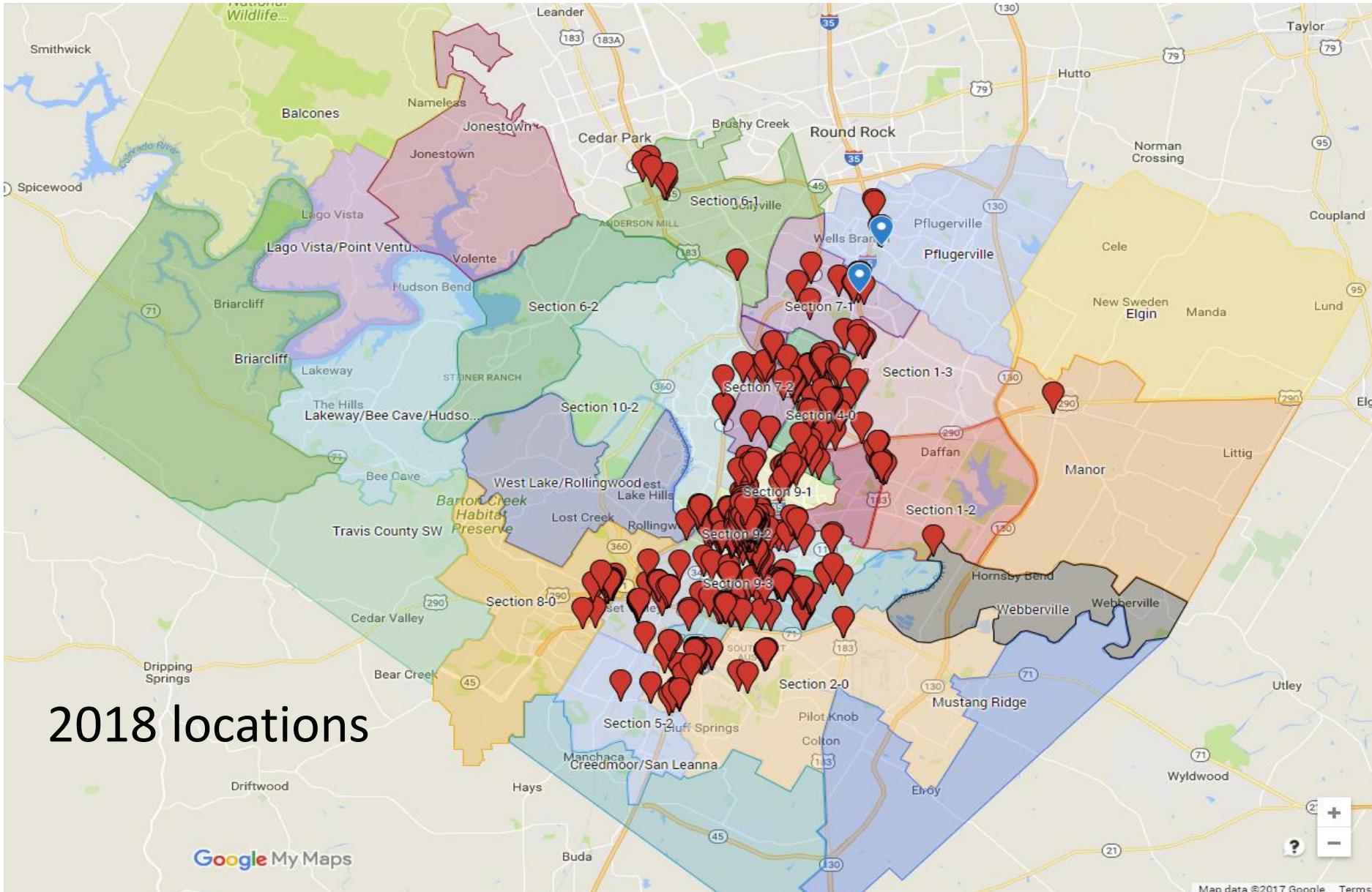
# Outreach and Scouting

---

- Know your section and section boundaries.
- De-duplication efforts.
- How do I know where to go?
- Can you tell me where people were found last year?
- [Link to google map of 2019 locations](#)



# Outreach and Scouting



# Outreach and Scouting

---

- Your team lead has been scouting the area and outreaching, but the more information your team has on people sleeping unsheltered, the more thorough of a count we will have.
- Share information you may have on where people are sleeping unsheltered.
- Ask people in your area ahead of time if they are aware of where anyone may be sleeping unsheltered.



# Where to look:

---



# Where to look:

---



# Where to look:

---



# Where to look:

---



# Where to look:

---



# Frequently asked questions

---

## **What is the time commitment to volunteer?**

The total time commitment is 5-6 hours, including time to complete either an online or in person training in the weeks before the count and 4-5 hours on the day of the count.

## **Who is eligible to volunteer?**

Volunteer requirements include:

- At least 18 years of age\*
- Able to walk approximately 2-3 miles if necessary
- Complete a 1-hour training session before the count
- Commit to a total of 5-6 volunteer hours, including a training session and 4-5 hours on the day of the count.

\*Please note that children under the age of 18 are not allowed to participate in the street count, even with parental supervision.



# Frequently asked questions

---

## **Where will the count take place? Where do I go on the day of the count?**

The count will be taking place across the entire geography of Travis County, as teams canvass different sections of the county. On the day of the count, volunteers will meet with their team leaders at a previously designated meeting location within the area to be covered.

## **Do I need a car to volunteer?**

Volunteers are not required to have a car to participate, but must arrange their own transportation to meet their team at their assigned meeting place on the day of the count. If you do have access to a vehicle and are willing to help transport your teammates on the day of the count, please be sure to indicate so during volunteer registration.

## **What safety measures are being put in place for count teams?**

The safety of all count participants is our number one priority. Safety measures being implemented include the training of all count participants on safety protocols, coordination with law enforcement, and specialized teams and strategies to count specific encampments or high-volume areas.



# Next Steps!

---

1. Complete Volunteer Release Form at the end of the google quiz (on next slide).
2. You should be hearing from your Team Lead soon, if you haven't already.
  - If you have not heard from your Team Lead by January 13<sup>th</sup>, please let the ECHO Volunteer Coordinator know.
3. Work with your Team Lead to develop a strategy and game plan for covering your section during the Count.
4. Questions?
  - Contact your Team Lead, or

Please contact: Axton Nichols, ECHO PIT Coordinator  
Email: [pointintime@austinecho.org](mailto:pointintime@austinecho.org)  
Phone: 575-425-0670



# Online PIT Quiz

[Link to Quiz](#)

**\*\*The quiz is mandatory and you must score a 70 or above\*\***

Volunteer Release is completed during sign up in [GivePulse](#) (no longer part of the quiz)

## Point In Time (PIT) Online Quiz

Click the link below to review your score. If you scored under 70 then you must re-take the quiz until you get a 70 or better.

[View your score](#)



[Submit another response](#)



Please note: If you do not make a 70 or higher on your quiz, after viewing your quiz results you must retake (or “submit another response”) until you score a 70.



# Thank you!!

---

We truly could not do the count without your help! Thank you for participating in the 2020 Point In Time Count!

